

## BID RETURN SHEET

### Eastchester Union Free School District

Firm Name: Windstream Communications, INC. and Its Affiliates

Business Name: Windstream NTI, INC.

5020 Smythe Drive Evansville, IN 47715

Telephone: (877) 599-3285

E-Rate Spin Number: 143030766

Common Carrier Status: Priority One

<b>Five-year service with 5-year maintenance:</b>	<b>1 Gig Star</b>	<b>1 Gig Ring</b>
<i>Total for 5-year term:</i>	<u>\$376,800</u>	<u>N/A</u>

Contact for Notice under Paragraphs 21.E and 21.F. of Agreement: Name of

Contractor Contact: Julie Helfman

Contractor's Address for Notice: 1835 Hickory Trace Drive, Fleming Island, FL 32003

Tel.: 904-466-0244

Fax: 812-253-3004

### Additional Notes:

- Please attach Helpdesk procedures for calling in an outage.

An escalation process including appropriate contact information will be provided to address specific services ordered. In general and for routine troubles, calls are received at a single, toll free number that is answered at one of two Network Operation Centers 24 hours a day, 365 days a year. The NOC/NMC will generally begin its diagnosis within 30 minutes from the time the ticket is opened. The NOC/NMC generally has a goal of one hour to diagnose and determine the next step needed to provide a corrective action from the time the ticket is opened.

Generally, the second level escalation is activated after 60 minutes and the third level after 180 minutes, unless requested otherwise by Customer. Target repair intervals are assigned based on the type and critical level of the service involved. If the target interval is not or cannot be met, or if the repair technician determines it appropriate, the situation is escalated. The position or level for escalation may be determined by the type of service or trouble involved. In addition, the customer may be provided with special discretionary escalation contacts.

Regarding the handling of emergency versus non-emergency situations, Norlight adheres to Telecommunications Service Priority (TSP) program guidelines as established by the National

Communications System (NCS) in accordance with Executive Order 12472, providing prioritization for installation and repair of critical circuits/services. This system provides codes assigned to each service via service order when established or modified, outlining the order and urgency with which outages or installations are addressed. Under the TSP program, high priority services would be addressed before those of a lower priority, or those not categorized by the TSP process.

- Please attach breakdown of pricing by building on additional page.

**Windstream's Response:** Please note that Monthly Recurring Charges (MRC) listed are based on an average cost for all the sites. All pricing is based on full participation of all sites listed in each district.

## BID RETURN SHEET

### Eastchester Union Free School District

Firm Name: Windstream Communications, INC. and Its Affiliates

Business Name: Windstream NTI, INC.  
5020 Smythe Drive Evansville, IN 47715

Telephone: (877) 599-3285

E-Rate Spin Number: 143030766

Common Carrier Status: Priority One

Five-year service with 5-year maintenance:	10 Gig Star	10 Gig Ring
Total for 5-year term:	<u>\$753,600</u>	<u>N/A</u>

Contact for Notice under Paragraphs 21.E and 21.F. of Agreement: Contractor

Contact: Julie Helfman  
Contractor's Address for Notice: 1835 Hickory Trace Drive, Fleming Island, FL 32003

Tel.: 904-466-0244  
Fax: 812-253-3004

### Additional Notes:

- Please attach Helpdesk procedures for calling in an outage.

An escalation process including appropriate contact information will be provided to address specific services ordered. In general and for routine troubles, calls are received at a single, toll free number that is answered at one of two Network Operation Centers 24 hours a day, 365 days a year. The NOC/NMC will generally begin its diagnosis within 30 minutes from the time the ticket is opened. The NOC/NMC generally has a goal of one hour to diagnose and determine the next step needed to provide a corrective action from the time the ticket is opened.

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## BID RETURN SHEET

Greenburgh Central School District 7

Firm Name: Windstream Communications INC. and Its Affiliates

Business Name: Windstream NTI, INC.  
5020 Smythe Drive Evansville, IN 47715

Telephone: (877) 599-3285

E-Rate Spin Number: 143030766

Common Carrier Status: Priority One

<b>Five-year service with 5-year maintenance:</b>	<b>1 Gig Star</b>	<b>1 Gig Ring</b>
.Total for 5-year term:	<u>\$571,200</u>	<u>N/A</u>

Contact for Notice Under Paragraphs 21.E and 21.F. of Agreement: Contractor

Contact: Julie Helfman

Contractor's Address for Notice: 1835 Hickory Trace Drive, Fleming Island, FL 32003

Tel.: 904-466-0244

Fax: 812-253-3004

### Additional Notes:

- Please attach Helpdesk procedures for calling in an outage.

An escalation process including appropriate contact information will be provided to address specific services ordered. In general and for routine troubles, calls are received at a single, toll free number that is answered at one of two Network Operation Centers 24 hours a day, 365 days a year. The NOC/NMC will generally begin its diagnosis within 30 minutes from the time the ticket is opened. The NOC/NMC generally has a goal of one hour to diagnose and determine the next step needed to provide a corrective action from the time the ticket is opened.

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involved. In addition, the customer may be provided with special discretionary escalation contacts.

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## BID RETURN SHEET

Greenburgh Central 7 School District

Firm Name:	<u>Windstream Communications, INC. and Its Affiliates</u>
Business Name:	<u>Windstream NTI, INC.</u>
	<u>5020 Smythe Drive</u>
Telephone:	<u>Evansville, IN 47715</u>
E-Rate Spin Number:	<u>143030766</u>
Common Carrier Status:	<u>Priority One</u>

<b>Five-year service with 5-year maintenance:</b>	<b>10 Gig Star</b>	<b>10 Gig Ring</b>
Total for 5-year term:	<u>\$1,142,400</u>	<u>N/A</u>

Contact for Notice Under Paragraphs 21.E and 21.F. of Agreement: Contractor

Contact: Julie Helfman

Contractor's Address for Notice: 1835 Hickory Trace Drive, Fleming Island, FL 32003

Tel.: 904-466-0244

Fax: 812-253-3004

### Additional Notes:

- Please attach Helpdesk procedures for calling in an outage.

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